**Job Title:** Computer Support Technician – El Paso, TX

**Summary** Installs, modifies and makes minor repairs to personal computer hardware and software systems, and provides technical assistance and training to system users by performing the following duties:

**Essential Duties and Responsibilities** include the following:

Installs or assists service personnel in installation of hardware and peripheral components such as monitors, keyboards, printers, etc. on user's premises.

Loads specified software packages into computer.

Responds to client inquiries concerning systems operation and diagnoses system hardware, software, and operator problems.

Instructs users in use of equipment, software, and manuals.

Recommends or performs remedial actions to correct problems.

Coordinates activities with help desk, network services, or other information systems groups.

Provides updates, status, and completion information to manager, problem request tracking system, and/or users, via voice mail, e-mail, or in-person communication.

Keep records and logs of repairs and fixes and maintenance schedule.

Replaces defective or inadequate software packages and hardware.

Troubleshoots network problems under the corporate IT direction.

Creates new users in server for email and network access under the corporate IT direction.

Refers major hardware problems to corporate service personnel for correction.

Keep inventory of Hardware, software and other IT equipment.

Manage technical documentation.

Other duties may be assigned.